

CM/ECF Frequently Asked Questions

GENERAL

What is CM/ECF?

In January 1996, the Administrative Office of the U.S. Courts began development of the Case Management/Electronic Case Filing (CM/ECF) system. CM/ECF is a comprehensive case management system that will allow courts to maintain electronic case files and offer electronic filing over the Internet. Courts can make all case information immediately available electronically through the Internet. Eventually, CM/ECF will replace the current case management systems used by the federal courts across the country.

Why Electronic Case Files?

Judges and court staff now have the capability to access electronic docket information, case management data and legal research materials. Most documents in the case file, however, remain available only in paper form. As most documents are now initially created first in electronic form, the federal courts can further reduce the reliance on paper records by establishing electronic case file systems. These systems should enhance the accuracy, management and security of records, reduce delays in the flow of information and achieve cost savings for the judiciary, the bar and litigants.

What are the benefits and features of using CM/ECF?

There are a number of significant benefits and features:

- * Courts can allow registered attorneys to file documents 24 hours a day, 7 days a week.
- * Reduction of paper, photocopy, postage and courier costs.
- * Full case information is available immediately to attorneys, parties, and the general public through the Internet. This includes the ability to view the full text of all filed documents.
- * Attorneys on the system will receive email notices electronically in CM/ECF cases. This greatly speeds delivery and eliminates the costs to both the court and attorneys of handling and mailing paper notices.
- * Multiple parties can view the same case files simultaneously.
- * Since CM/ECF uses Internet standard software, the out-of-pocket cost of participation for attorneys is typically very low.

What courts provide a CM/ECF system?

CM/ECF is available in several district and bankruptcy courts, although the district courts provide only civil case information at this time. Currently, a version of CM/ECF is not available for criminal or appellate cases. For a complete list of the CM/ECF courts visit:
<http://pacer.psc.uscourts.gov/announcements/general/ecfnews.html>

What is the cost for using CM/ECF?

There is no additional fee associated with the filing aspect of the CM/ECF system. The Judicial Conference of the United States approved an Internet access fee of \$.08 per page. This access fee will apply to information retrieved through the system for all users, and applies to bankruptcy court CM/ECF systems effective July 1, 2001. The billing date for district and appellate court CM/ECF sites is dependent on the software development schedule. Attorneys of record and parties in a case (including pro se litigants) receive one free electronic copy of all documents filed electronically, if receipt is required by law or directed by the filer. No fee is owed until an account holder accrues charges of more than \$10 in a calendar year.

Who developed CM/ECF?

All software for the project has been developed by the Administrative Office of the United States Courts.

How do I get Help?

For help using CM/ECF visit the PACER Service Center web site at <http://pacer.psc.uscourts.gov>, send email to the PACER Service Center at pacer@psc.uscourts.gov or call (800) 676-6856 between 8 a.m. and 5 p.m. Central Time.

How are electronic documents served?

Attorneys of record and parties in a case (including pro se litigants) receive one free electronic copy of all documents filed electronically if receipt is required by law or directed by the filer. An email message containing a hyperlink to the document filed provides notification to the intended recipients. All users should be advised to print or save the document during the initial viewing period in order to avoid future charges. Any time that same hyperlink is accessed after the first use, the user will be asked for a PACER login and will be charged to view the document.

ACCESS RELATED

Can the general public view CM/ECF cases and the documents in those cases?

Yes, the public can access case data in CM/ECF unless it has been sealed by the court. The public access component of CM/ECF will require a user to enter a PACER login and password. Because the PACER login and CM/ECF filing login will be different, a filing attorney will need both. Established PACER users will automatically have access to these sites; a new account does not need to be created. For those currently not registered with PACER, a PACER account may be obtained at: <http://pacer.psc.uscourts.gov/register.html>

Can any member of the public use CM/ECF to file documents with the court?

No. Access to the filing portion of CM/ECF is available to authorized attorneys and creditors only. Authorization and training is provided by the practicing CM/ECF court.

My firm already has a PACER login and password. Do I need to establish a separate PACER account, or can I use the firm account?

The firm PACER account can be used for the query component of CM/ECF. However, if you would like to keep the billing separate from the firm's, you will need to establish a new PACER account. A PACER account may be obtained at: <http://pacer.psc.uscourts.gov/register.html>

I am changing firms. Do I need to establish a new e-filing login and password?

You do not need to register for CM/ECF more than once. Even if you change firms, your login remains valid. However, you must notify the court in writing of your new address and e-mail information. It will also be necessary to establish a new PACER login and password. A PACER account may be obtained at: <http://pacer.psc.uscourts.gov/register.html>

How do I change my address with the Court?

By submitting a written letter to the court with your updated information. The court will update your records within 24 hours of receipt of letter.

How do I change my CM/ECF password?

By submitting a written request to the court's ECF Project Manager. U.S. Bankruptcy Court PO Box 7003, South Bend, Indiana 46634.

Change your PACER password in the Account Information section of this web site.

Why do I get a second login screen after I've already logged into ECF?

This login prompt is requesting your PACER login and password, which is required whenever you request a report or document from a case. In order to bypass this login prompt in the future, click the box that says 'make this my default login' after entering the PACER login and password. Your CM/ECF login and password will still need to be entered each time the ECF site is visited.

Why am I getting an invalid login message?

Look for a few of these common problems:

- * Both the login and password should be entered in lower case letters.
- * Make sure the proper login and password are being used for the proper database. (PACER login for querying; CM/ECF login for filing)
- * Verify that the recommended browser is being used – Netscape Navigator version 4.7x.
- * Check the location of the web site in the location window of Netscape. The training

database is located at: <https://ecf-train.COURT.uscourts.gov> while the live database is at: <https://ecf.COURT.uscourts.gov> (without the train) where COURT is the code for the particular court.

- * Netscape needs to be set to accept all cookies.

Why do I get an invalid login message once I have already logged into the court and I am retrieving a docket or document?

- * Verify that the recommended browser is being used, Netscape Navigator version 4.7x.
- * Make sure Netscape Navigator is set to accept all cookies. If the problem persists, delete your existing cookie files. Cookies are stored within the Program Files of your computer. Once in Program Files, go into the Netscape folder. Within one of the folders will be a cookie file. To delete the cookie file, right click on the icon and select delete.

Why can I get a docket sheet, but not any of the documents provided?

This may occur if you are using Internet Explorer instead of the recommended Netscape Navigator 4.7x. Another problem may be that you do not need Acrobat software to view a docket sheet, but you do need it to view documents. You might have Acrobat PDF on your machine but have not connected it to Netscape. The solution--open Netscape: Options, General Preferences, and in the dialog box add application/pdf; extension pdf and indicate the path to the Acrobat.exe file.

ADVERSARIES

Will we need to image over complaints from adversary files to main cases?

No, it will automatically spread to the main case.

Does the Adversary cover sheet need to be docketed and imaged?

No. The Court does not require the cover sheet anymore.

COURT EVENTS

Will Trustees be responsible for docketing 341 meeting minutes held?

Yes, the Trustees will be responsible for docketing their minutes.

MISCELLANEOUS

How many pages can you scan at one time?

You should scan no more than 20-25 pages at a time.

When docketing a pleading in an Adversary case and the Adversary Events selection screen does not have the Document type you are looking for, can you click on the Bankruptcy hyperlink to find the document type you need?

Yes, you can click on the Bankruptcy hyperlink to docket a pleading in an Adversary case. The quickest way to find the location of a pleading is to look at the CM/ECF Alphabetical Document Type Directory.

When entering a case where the Debtor is a "Sr. or Jr.", the generation is not appearing on the Notice of Electronic Filing and other areas.

The generation does not appear in several locations--the Notice of Electronic Filing, the short title display, cases report, and at the top of each query page. This is a problem with Version 1 and a MR (Modification Request) has been submitted. The temporary fix is to edit the short title display through Edit Case Data.

How do you print special matrices?

Click on Utilities, Click on Mailings, Click on Mailing Labels by Case, Enter the Case No. and select Special Mailing Group.

How do you print a Creditor Mailing Matrix in a 3 column format?

Click on Utilities, Click on Mailings, Click on Mailing Labels by Case, Enter the Case No. and Print format Click on 3 columns.

How do you print the Notice of Automatic Stay?

Click on Query, enter the Case #, Click on Run Query, Click on Notice of Bankruptcy Case Filing.

What are the "Most Common Electronic Filing Errors"?

1. When opening a new Adversary Case, execute the Open AP Case, not Complaint and Summons.
2. When opening a new Bankruptcy Case the Role Type needs to be changed to Debtor.
3. When opening a new Adversary Case and when inserting the Plaintiff's name the Role Type needs to be changed to Plaintiff.
4. When opening a new Adversary Case and when inserting the Defendant's name the Role Type needs to be changed to Defendant.
5. When opening a new Adversary, do not insert a address for the Plaintiff.
6. When opening a new Adversary the Attorney needs to add himself as the Attorney for Plaintiff.
8. Attaching the wrong PDF.
9. When opening a new Adversary, do not add the Attorney for Debtor as a party.

MOTIONS/APPLICATIONS

When docketing a Motion to Reopen and Deferring Fees by Trustee, the Receipt # and Amount Paid fields have to be filled in. What do we type for the Receipt #?

For the Receipt # you will type Deferred.

When docketing a Motion to Avoid Lien it does not ask for what property. Does it need to?

Yes, the description of the property will be inserted at the Text Editing window.

Some docket entries will not allow enhancement to a linked motion. Why? (Example: Notice of Motion to Avoid Lien and links back to motion, won't allow enhancement to motion to show specific information on the motion.)

When the Motion was docketed, no information about the motion was added to the Text Editing Window.

When docketing a Motion for Relief from Stay and Abandonment, it requires the entry of two receipt #s and two filing fees. Could we take one of these out?

No, this is part of the docketing with ECF and it cannot be removed. You will just leave the text as it is, but in the second receipt box you must put N/A to avoid being charged \$300.00.

How do you docket a Motion to Withdrawal as Attorney for Debtor so that the final text does not show the Debtor as the Party filer.

This is currently a MR (Modification Request). Bypass the attorney screen, then Add/Create New Party, add the Debtor's Attorney name and change the role type to attorney, do not insert a mailing address or e-mail address for the attorney.

OPEN A BANKRUPTCY CASE

When a new case is initially filed, a prompt comes up "with or without" for the certificate of service. How do we handle this?

Just click on NEXT to skip this screen.

Is Exhibit A for a Chapter 11 filed as a separate filing or as an attachment to the Voluntary Petition?

Exhibit A should be an attachment to the Voluntary Petition.

OTHER

How do you docket an Attorney Fee disclosure so that the final text does not show the debtor as the party filer?

This is currently a MR (Modification Request). Bypass the attorney screen, then Add/Create New Party, add the Debtor's Attorney name and change the role type to attorney, do not insert a mailing address or e-mail address for the attorney.

How do you docket a Notice of Appearance in an Adversary Case?

Click on the Bankruptcy hyperlink, from the Bankruptcy Event screen click on the "Other" hyperlink, at the Event Selection screen click on Notice of Appearance.

Do ECF attorneys need to file the Debtor Verification page with the Matrix?

Yes, Local Rule B-1007-1 still requires the debtor to submit a matrix and verify as to its correctness. The verification page and a copy of the list of creditors could be attached as a pdf to the doctype Creditor Matrix & Verification.

TECHNICAL - GENERAL WEB ISSUES

How can I learn about Netscape Navigator on line?

Under "Help", in the drop down menu at the top of the page, click on "Help Contents." The URL for Netscape's Reference Library, which you will also find under the Help drop down menu at the top of the page, is: <http://help.netscape.com/products/client/communicator/reflib.html>

How can I search for a word or phrase on a web page?

Once you select a document to review, you can perform a word search by clicking on EDIT, then clicking on either "Find and Replace," or "Find in Document" (or pressing Ctrl+F), and entering the word(s) you wish to locate in the document. For documents in PDF format (viewable using Adobe Acrobat Reader) search by clicking on "TOOLS," then "FIND" (or Ctrl+F), and proceed the same way. Note, if the PDF document is an image file, as opposed to a text file, searching the document is not possible. As the names imply, a text file is one created in the first instance using a word processing, spreadsheet, or similar program, while an image file is created by scanning a document using a document scanner or fax machine

What is a "link" or "hyperlink"?

A "link" or "hyperlink" is a shortcut to another website or web page. These are represented by a word or phrase underlined in blue. For example, if you ""CLICK" on one of the items on the "What's New?" section of this website, you will be taken to the item described by the"link".

What is a plug-in?

A plug-in is a small add-on piece of software that extends the capabilities of your web browser, such as Netscape Navigator. A plug-in may, for example, enable you to view files written in a format other than HTML, the language used to create Internet web sites, or to listen to audio files or view videos.

How can I create a shortcut icon on my desk top that will take me directly to the CM/ECF system?

While on the Desktop screen, right click the mouse and then click on "new", followed by "shortcut." The next screen will ask for a command line. For example, to setup a shortcut to the CM/ECF system for a court, type " <http://ecf.COURT.uscourts.gov/>" in the space and then click "next." Change the name of the shortcut to CM/ECF-Court or some other designation of your choosing and then click on "Finish." COURT is the code for the particular court. For example, New York Southern Bankruptcy would be nysb.

TECHNICAL - CM/ECF ISSUES

What hardware and software will attorneys need to participate in CM/ECF?

Attorneys will need the following hardware and software to electronically file, view, and retrieve documents in the electronic filing system.

- * A personal computer running a standard platform such as Windows or Macintosh.
- * Internet service.
- * Netscape Navigator version 4.6 or 4.7. Netscape 6 is not recommended for use with CM/ECF.
- * Software to convert documents from a word processor format to portable document format (PDF). Adobe Acrobat PDF Writer, as well as certain word processing programs can perform this function. For viewing documents, not authoring them, only Adobe Acrobat Reader is needed.
- * A PDF-compatible word processor like Macintosh or Windows-based versions of WordPerfect and Word.
- * A scanner to transmit documents that are not in your word processing system.

Why must I use Netscape 4.7x? Why not Internet Explorer?

CM/ECF has not been fully tested with Internet Explorer (IE). Problems with IE have been reported in two areas: Javascript errors and errors caused by IE not accepting URLs that exceed 1024 characters in length, as some of those generated while navigating in the CM/ECF system do. The CM/ECF development team is working on, this problem. We hope that future versions of the system will work better with a wider range of browsers, but we cannot predict the delivery date of such versions. Note that Version 6 of Netscape, released in late 2000, is also incompatible with the CM/ECF application because of the way it treats cookies.

How does Netscape need to be set up to view this site?

The default settings in Netscape will work. You need version 4.7x (click on" Help, "About Netscape" from the Netscape main menu to find out which version you have.) If you do not have this version, you may want to download it from Netscape. In order to send email from Netscape, you will need to ensure the email options are set up properly in Netscape. In version 4.7x this means clicking on "Edit", "Preferences", "Mail Groups". Enter your email address and SMTP server name (the SMTP server name is assigned by your internet service provider).

My machine locks up at the login screen, but other attorneys at my firm don't have that problem—why me?

If you get to the login screen and the system hangs when you try to complete your login, something is blocking the Secure Socket Layer (SSL) port 443 (that's the point where we transition from web port 80 to SSL port 443). The systems person at your firm needs to look at the router and any firewalls the firm has set up to determine where the blocking is taking place. Attorneys at a firm may experience this problem while other attorneys at the same firm do not because they may be directed to different proxy servers.

Why does my session freeze?

If you find your session freezing after you have hit "SUBMIT", try using the Back button to return to the previous screen and click on SUBMIT again. It may be the case that the session has not really halted; this kind of misbehavior is common to browser-based applications

Why can I not access a previous page viewed by clicking on the "Back" button on the browser after selecting a link?

Unlike most programs, a web browser will open multiple windows. In other words, two or more windows in which the browser appears may be active at the same time. Look at the tool bar at the bottom of the screen, this is the same bar where the start button is located. If the Netscape logo appears on two different buttons, you have more than one window open. Click on the button that is not active (not highlighted) to open the previous window. If there is only one window open, click on the "GO" menu item at the very top of the screen; a drop down menu will appear where you can click on the address of the page to which you wish to return.

Why can I not view a document from an email notifying me that something was filed?

Make sure your email system is set to open links with the Internet Browser Netscape Navigator version 4.6x or 4.7x. If you get a login screen when you request the document, make sure you enter your PACER login not your filing CM/ECF login id and password. The first time you view the linked document in an email notice, it will be free. Anytime after the first viewing, you will be charged to view the document. The document should be saved to your local hard drive during your first view.

If I forward an email notification I received to another individual will that individual be charged for viewing the document?

The document within an email notification is accessed by a hyperlink. This hyperlink takes you to a site which will allow the first viewing to be free. The first individual to view the linked document will not be charged. If you forward the email notification without viewing the document, the recipient of the email will be able to view the document for free. Anytime after the first viewing, a charge will be incurred to view the document. The document should be saved to a local hard drive during the first viewing.

I receive a "Data Missing" error when I try to print reports from CM/ECF?

Some users have reported when trying to print large dockets or other reports from the CM/ECF

system that they received an error message stating: "Data Missing - This document resulted from a POST operation and has expired from the cache. If you wish you can repost the form data to recreate the document by pressing the reload button." To fix this problem, we recommend increasing the size of your cache dramatically. In Netscape, this can be accomplished by going to: Edit, Preferences. Double click on Advanced. Click on Cache. The size of the memory and disk cache will be displayed. Increase the size of each and click OK. You should close your browser and restart it before continuing.

TECHNICAL - ADOBE RELATED

What is a PDF document?

Documents in Portable Document File (PDF) format do not require a copy of the word processing program used to create them in order to be viewed. They can be viewed by anyone with a free Acrobat Reader, a product of Adobe Systems, Inc. In addition to its cross platform advantage, a PDF document matches very closely the format of the original document in which the PDF document was created. All of the pleadings in the CM/ECF system are stored in PDF format. To view PDF files, you must have a copy of Acrobat Reader software, which you may download free from the Adobe Systems Internet website <http://www.adobe.com/products/acrobat/readstep2.html> . You will view PDF documents the way they were created, and you may save and print them in that format.

What is Adobe Acrobat?

Adobe Acrobat is a commercial software product from Adobe that allows you to save documents in PDF (portable document format). All documents filed in CM/ECF must be in PDF format. The most recent version, 5.0, is available for approximately \$220-250. There may be volume discounts for multiple orders.

How do I make a PDF document with Adobe Acrobat?

A) When creating a new document to be filed, before writing the document, first change the print driver from the default printer (e.g., HP5Si) to "Acrobat PDFWriter" by selecting "File"/"Print" and then selecting "Acrobat PDFWriter" as the current printer. B) Write your document and when finished, select "File"/"Print". Ensure that "Acrobat PDFWriter" is selected as the printer and then name your file (and place it in the proper directory) and click OK. The file will be created with a .pdf extension. In doing this, you are not actually printing your document to a printer; instead you are saving it to a file. To print a physical copy of the document, open the newly-created .pdf file and print to your local printer. Always print from this PDF file, rather than the word-processed file that created it to ensure that the paper and electronic versions are consistent. Alternatively, you can set the printer to "Acrobat PDFWriter" after the document has been created to save it to a PDF file, but there is a possibility of introducing a formatting discrepancy, if, for instance, a page break is not the same in the PDF file as it was in the word-processed file. Adobe Acrobat 5.0 was tested for its ability to maintain font integrity through conversions to PDF of documents created in WordPerfect and Microsoft Word. All of the 32 fonts tested were done with a 12 point size. The results show that while characteristics of some fonts were lost in the conversion (e.g., they appeared smaller), every font conversion produced legible results and none produced a problem with either character spacing or

character overlap (superimposition).

I tried to scan my document into PDF but a lot of errors appeared.

You are probably trying to scan the document using optical character recognition (OCR)--don't do this. PDF can handle both text and scanned documents. It can also take scanned documents and perform OCR on them, turning the image back into editable text. However, this process has many problems and should not be done before e-filing them. It is permissible to perform OCR on PDF documents after they are in the e-filing system, since any OCR errors will not be placed in the official documents at the court.

How do you start the Adobe Acrobat Reader program in order to view a PDF document on a website?

Adobe Acrobat Reader is a plugin that Netscape will automatically launch when you try to access a document stored in PDF format. If you do not have the Adobe Reader, your computer will show you a set of applications from which to choose a program that will read the file. None of them will work, which is why you must download the Adobe Reader from Adobe Systems' website. To download a free copy of Acrobat Reader, click on <http://www.adobe.com/products/acrobat/readstep2.html>

Is it possible to have the Adobe Acrobat Reader open in a separate window, one not a part of Netscape Navigator, or, alternatively, if the Adobe Reader opens on my PC as a separate Window, is it possible to make it open within the browser?

The answer to both question is "yes." In Adobe Acrobat or the Adobe Reader, click on "File", then "Preferences", then "General". In the Options section at the bottom of the window labeled "General Preferences," check the box (by clicking on it if it is blank) beside "Web Browser Integration" to make a PDF document open within the browser. Uncheck that box (by clicking on it if it is checked) to cause Acrobat or the Adobe Reader to open in a separate window. In most instances, a user will prefer the Adobe program to open in its own window. This allows access to the Adobe banner menu across the top of the screen and many more lines of the document will be displayed than if the document were displayed in the browser. Alternatively, one can make Acrobat or the Reader display PDF files in a separate window by moving a plug-in file called Nppdf32.dll from the Netscape\Navigator\Programs\Plugins directory or the Netscape\Communicator\Program\Plugins directory to the Acrobat\Reader\Browser or Acrobat\Exchange\Browser directory. To cause the Reader to open in Netscape, put a copy of Nppdf32.dll in both plug-in directories. Exit the browser and recall it for the change to take effect.

Is the optimum way of viewing PDF files within Netscape Navigator or in a separate window?

This is more of a matter of personal preference. Some of the functionality of the Reader is lost when the PDF document is opened in a browser window. For example, in the browser window, you do not have the Adobe Reader menu line and cannot use control + various keys to operate the Reader software. Additionally, direct connection to Adobe's online help is not available when the Reader opens within the browser. Nonetheless, most of the functions accessible either using the menu or shortcuts when the Reader opens in its own window can be accessed using

the various button icons that remain available when the Reader is opened within the browser. To save a PDF file opened in the browser window, click on the browser file menu at the top of the screen and then on "Save Frame As."

When I print an image from CM/ECF, the right edge gets cut off.

After you click the print icon, click the 'shrink to fit' box on the printer setup screen. Once the setting has been changed, it should remain this way for all PDF documents.

How do I copy a PDF text file to my word processor?

If a PDF document contains text, as opposed to an image, you can select text and do a normal copy and paste. Using the Acrobat Reader, one can select no more than a page at a time. To copy a large text file in PDF format, it may be easier to use Adobe Acrobat to save the PDF document to a file. (If the Adobe Reader is embedded in Netscape so that it opens up within Netscape instead of a separate window, use the Save Frame option under File. You may also save a PDF document by right-clicking on the link to that document and then clicking on "Save Link As.>"). After noting or choosing the directory in which you save the PDF file, open the document in Acrobat. Under "Edit", there is a menu pick called "Copy To Clipboard". Once the document is copied to the Windows Clipboard, open your word processing program and paste the document in a new document. You can select, copy and paste text in Acrobat, but you must first select the text tool (look for the T on the toolbar) instead of the hand. Then select the text, and either right-click and choose copy, or use the Acrobat copy icon (to the left of the Text tool on the Acrobat toolbar).

Can I use Adobe Acrobat 5.0?

Adobe Corporation recently released a new version (Version 5) of its Acrobat Portable Document Format (PDF) conversion software. The Administrative Office(AO) of the United States Courts' CM/ECF Development Team extensively tested and evaluated the capabilities and compatibility of the newest version with the CM/ECF service. These test results indicate that court personnel and lawyers can use Version 5 PDF documents without any adverse effects to CM/ECF. For those attempting to review and store PDF documents, Versions 3.x, 4.x and 5 are both downward and upward compatible – i.e., a PDF document created with Version 5 can be reviewed with a Version 4.x reader and a Version 4.x document can be reviewed with a Version 5 reader. There are a few precautions that should be taken when installing and using Version 5 with CM/ECF. Adobe Acrobat Version 5 offers two packages ("drivers"), Acrobat 5 Distiller and Acrobat 5 Writer, for converting documents into PDF. While Adobe's standard installation procedures automatically install the Distiller package, the AO strongly recommends that all CM/ECF users "Custom" install and normally use the Adobe Writer 5 driver software. The PDF Writer version converts files into PDF significantly faster and produces significantly smaller PDF files than the Adobe Distiller version.

CASE RELATED

I'm trying to docket an event and it tells me that this transaction has already been posted, but I look on the docket and it's not there.

What has probably happened is that you docketed an event for a case, and then clicked on the Netscape back button a few times to get to a point where you could enter another case number and then docketed another event. By clicking the back button, instead of clicking on 'Bankruptcy Events' you are keeping the information pulled for the last case you docketed. As long as you click on the menu item instead of clicking on Back you'll be fine - only use the back button to correct a mistake on an event you are in the process of docketing, not to change cases.

How can I verify whether or not all the documents I filed electronically were posted?

To ensure the documents transmitted arrive in their entirety, it is important to examine the document after it is received by the court. This can be done by viewing the docket sheet for the case and selecting the transmitted document. The number of the transmitted documents appears on your electronic filing receipt.

When I query a case in CM/ECF, it gives me the previous case I looked at instead.

Check your Cache settings in netscape. The "verify documents" entry should have the 'once per session' or 'every time' entry checked, but not the 'never' entry. In Netscape 4 this can be found by clicking on "Edit", "Preferences," "Advanced," "Cache." The Netscape default of 'once per session' will work fine.

I tried to file a document but it says "format not recognized"—what am I doing wrong?

All documents must be submitted in Adobe PDF (portable document format) with an extension of ".pdf". Two common errors occur. First, a user thinks that he/she saved the document in PDF. The user then tries to file the WordPerfect version of the document; not the saved PDF version. Second, a user fails to indicate the full path name for the PDF file he/she wants to upload. Because the system could not find the file, it responded with the "format not recognized" message. The solution--provide the full path name when identifying the file (example: "c:\documents\motion.pdf") during the upload process.